Guide for Research Scheduling and Registration

For Out-Patient Visits requiring scheduling

Call Central Scheduling (296-8888) to schedule AND pre-register the patient

Does the visit involve research items/procedures/services only (no routine items/procedures/services performed?)

YES

Notify Central Scheduling:
1. The patient should be registered with “Research Administration” insurance.
2. There should be a secondary diagnosis code of DX Z00.6.

Visit completed
Complete Research Billing Form and send electronically

NO

Notify Central Scheduling:
The patient should be registered with their normal insurance. Note: typically study coordinators do not schedule these visits, but rather office staff due to the routine nature of the visit.

Visit completed
Complete Research Billing Form and send electronically

For Out-Patient Visits that are not scheduled excludes Laboratory Testing

Call Customer Contact Center (296-5160) to pre-register* the patient

Notify Customer Contact Center:
1. The patient should be registered with “Research Administration” insurance.
2. There should be a secondary diagnosis code of DX Z00.6.

Visit completed
Complete Research Billing Form and send electronically

*Pre-registration is only necessary if encounter involves ONLY research items/procedures/services.

For Out-Patient and Outreach Laboratory Visits

Complete lab requisition form with assigned study contract account** and provide to patient

Patient will present completed lab requisition form at their encounter at a Palmetto Health Laboratory location

Visit completed
Complete Research Billing Form and send electronically

**For studies involving Out-patient and Outreach labs, study-specific requisition forms will be generated by the laboratory which contain a study-specific contract account number. The study-specific requisition form will accompany the study’s PHARR/PH approval/review letter. Do NOT use the requisition forms interchangeably.

For In-Patient Visits

In general, no action is needed for in-patient visits related to scheduling and/or registration. The patients will automatically be registered with their normal insurance.

Visit completed
Complete Research Billing Form and send electronically

March 2016